

Arizona Health Care Cost Containment System

Encounter Manual

October 2006

Distribution/Revision of the Encounter Manual

One copy of this manual and any subsequent revisions will be provided to each contractor by the AHCCCS Encounter Unit, Division of Health Care Management. The contractor is responsible for providing copies of this manual and any revisions to its staff, Third Party Administrators (TPAs), and other interested parties. Revisions and updates to the manual will be forwarded to the contractor as necessary. Due to the costs of reproduction and distribution, additional copies will be furnished at a cost of \$75.00. The manual may be downloaded at no charge from the AHCCCS Internet web page at www.azahcccs.gov.

Table of Contents

Distribution/Revision of the Encounter Manual	i
Table of Contents	ii
Definitions	v

Chapter One: Overview

I.	Introduction	1 – 1
II.	Encounter Definition	1 – 1
III.	Encounter Reporting Requirements	1 – 1
IV.	Purpose of Encounter Data Collection	1 – 2
V.	General Principles	1 – 3
VI.	Encounter Reporting Deadlines	1 – 3
VII.	Encounter Form Types	1 – 4
VIII.	Provider Type/Form Type Requirements	1 – 4
IX.	Transplants	1 – 5
X.	Standardized File Layouts and Accurately Reporting Encounter Data	1 – 5

Chapter Two: Encounter Authorizations & Control Documents

I.	Introduction	2 – 1
II.	Purpose of Control Documents	2 – 1
III.	Testing Process for New Contractors	2 – 2
IV.	Control Documents Form Instructions	2 – 2
V.	Contractor Data Certification Information	2 – 2
Exhibit 2A	Contractor Encounter Submission Notification and Transmission Submitter Number (TSN) Application	2 – 3
Exhibit 2B	Electronic Data Interchange Agreement Form	2 – 6
Exhibit 2C	Data Certification Email	2 – 9
Exhibit 2D	Contractor Data Certification Information	2 – 12

Chapter Three: Encounter Processing

I.	Introduction	3 – 1
II.	Encounter Data Files Submitted by Contractors	3 – 1
III.	Syntax Check	3 – 3
IV.	Encounter Data Syntax Files Produced by AHCCCSA	3 – 3
V.	Assignment of Control Reference Numbers	3 – 4
VI.	Edits and Audits	3 – 5

VII.	Complete and Accurate Data for Processing	3 – 6
VIII.	Encounter Files and Reports Produced by AHCCCSA	3 – 6
IX.	Modifications to Encounters	3 – 9
X.	Error Correction	3 – 9
XI.	Assistance	3 – 9
XII.	Encounter Submission Tracking Report	3 – 10

Chapter Four: Error Correction and the Pended Encounter File

I.	Introduction	4 – 1
II.	Pended Encounter Correction and Comment Files	4 – 1
III.	Pended Encounter Correction File Record Types	4 – 1
IV.	Submission of Corrected Pended Encounters	4 – 2
V.	Action Modes	4 – 3
VI.	Pended Encounter Deletion and Override Form	4 – 5
VII.	Pended Encounter Sanction Policy	4 – 5
VIII.	Grievances	4 – 7
IX.	Assistance	4 – 7
Exhibit 4A	Pended Encounter File Record Layout	4 – 8
Exhibit 4B	Comment File Record Layout	4 – 14
Exhibit 4C	Pended Encounter/Corrective Action Notice	4 – 17

Chapter Five: Data Files and Reports Produced by AHCCCSA

I.	Introduction	5 – 1
II.	Provider Files	5 – 1
III.	Reference Files	5 – 1
IV.	Reference Tables	5 – 2
V.	Encounter File and Reports	5 – 2
VI.	Pended Encounter Reports	5 – 2
Exhibit 5A	Provider Profile Record Layout	5 – 3
Exhibit 5B	Monthly Provider File Record Layout	5 – 5
Exhibit 5C	Reference File Record Layout (Refer01.zip)	5 – 12
Exhibit 5D	Reference File Record Layout (Refer02.zip)	5 – 16
Exhibit 5E	Reference File Record Layout (Refer03.zip)	5 – 19
Exhibit 5F	Service Type & License Certification Indicator Values	5 – 24
Exhibit 5G	Field Information Record Layout	5 – 26
Exhibit 5H	Error-to-Field Relationship Record Layout	5 – 27
Exhibit 5I	Error Information Record Layout	5 – 28
Exhibit 5J	Supplemental Status File Record Layout	5 – 29
Exhibit 5K	Adjudicated Encounters Overall (EC9AM128)	5 – 31

Exhibit 5L	Adjudicated Encounters (EC97X130)	5 – 32
Exhibit 5M	EC CCL Summary by Error Code (EC9AD949)	5 – 33
Exhibit 5N	Edit Failures by Health Plan (EC91D949)	5 – 34
Exhibit 5O	Duplicate CRN by Error Code (EC97R179)	5 – 35
Exhibit 5P	Pended Encounters Aging Summary (EC9CM187)	5 – 36
Exhibit 5Q	Pended Encounters Aging Detail (EC9EM187)	5 – 37
Exhibit 5R	Pended Encounters Error Summary (EC9FM187)	5 – 38
Exhibit 5S	Pended Encounter Detail Aging File	5 – 39
Exhibit 5T	Pended Encounter Duplicate CRN File	5 – 40

Appendix: Miscellaneous Codes and Julian Calendar

County Codes	A – 1
Category of Service (COS)	A – 1
AHCCCS Coverage Codes	A – 3
Julian Calendar	A – 3

DEFINITIONS

Action Modes	The four actions available to contractors to resolve pending encounter errors. The action modes are (C) correct, (A) approve, (D) delete, or (N) no change.
AHCCCS	Arizona Health Care Cost Containment System
AHCCCSA	Arizona Health Care Cost Containment System Administration
CMS	The Centers for Medicare and Medicaid Services, an organization within the Department of Health and Human Services, which has oversight responsibilities for the AHCCCS program, including encounter reporting.
Control Reference Number (CRN)	A unique 14-digit number assigned to each encounter record by AHCCCSA for tracking purposes. The first five numbers of the CRN contains the Julian date, which reflects the date of receipt of the new encounter files that contained the encounter record.
Contractor	A managed care organization or entity, agreeing through a direct contract relationship with AHCCCSA to provide services to AHCCCS members.
Covered Services	Health care services to be delivered by a Contractor as defined by AHCCCSA statute and rules.
Encounter	A record of a medically related service rendered by a registered AHCCCS provider to an AHCCCS member enrolled with a capitated contractor on the date of service.

DEFINITIONS (Continued)

Encounter Edits and Audits	AHCCCSA system for processing checks that evaluates submitted encounter data for syntax, data quality problems, and duplicate records.
Encounter Form Type	<p>The types of encounter records are:</p> <ul style="list-style-type: none">• Professional services are reported with an 837P (Form A);• Dental services are reported with an 837D (Form D);• Pharmacy services are reported with a NCPD [NCPDP transaction] (Form C); and• Institutional services are reported with an 837I (Form B). Institutional encounters are further subdivided into three additional form types: form type I for inpatient hospital services; form type O for outpatient hospital services; and form type L for long-term care facility services.
Encounter Manual	Reference guide for contractors that are required to submit encounter data to AHCCCSA.
Encounter Processing	The processing of encounter data performed by AHCCCSA that includes receipt of New Day and Pended Encounter Correction files, encounter processing disposition, and distribution of Status and Pend Correction files and reports to Contractors.
Julian Date	A five-digit representation of a date, where the first two digits describe the year and the next three digits reflect the number of days since the beginning of the calendar year. For example, a date of January 20, 2005 is expressed in Julian date format as 05020. The first five digits of an AHCCCSA CRN comprise the Julian date that the encounter record was received.
Member	An eligible person who enrolls in the AHCCCS system.

DEFINITIONS (Continued)

New Day Encounter File	An encounter file submitted by a contractor to AHCCCSA containing encounter records that have not previously been submitted.
Pended Encounter Correction File	An encounter file submitted by a contractor to AHCCCSA containing encounter records that had previously been submitted and had failed the edit and audit process.
Pended Encounter/ Corrective Action Notice	Used by contractors to document pended encounter problems that require research by AHCCCSA staff.
Pended Encounter File	An encounter file produced by AHCCCSA for contractors containing encounter records that have failed AHCCCSA's edit and audit process.
Provider Files	Files produced by AHCCCSA for contractors with information regarding all AHCCCS registered providers.
Reference Files	Files produced by AHCCCSA for contractors with information regarding service coverage and fee-for-service payment rates.
Status File	A 277U file produced by AHCCCSA that includes all finalized encounter records, as well as all pended encounter records, following encounter processing.
Transmission Submitter Number (TSN)	A number assigned by AHCCCSA for each submitter of encounter data. Contractors must have one TSN and may have multiple TSNs. Multiple TSNs may be used to identify different lines of business, benefit packages, or subcontracts.